

Commodity Receiving Instructions

- 1) Physically verify that the cases are the exact product, quantity, and pack size as shown on the Bill of Lading.
- 2) Visually check cases for signs of damage. Reject damaged product only; accept any undamaged product in the case or bale. For example: a bag of flour is broken in a bale, accept the remaining 3 bags.
- 3) Write all shortages, damages, or other discrepancies in in area 4 "All discrepancies must be entered here" on the straight bill of lading. If it is not marked, we can not file a claim and give you credit. If the carrier says that the product is on a different truck and they will bring it tomorrow, mark it short anyway. The carriers will have you sign clearance forms when they bring the product the next day. If you receive damaged items or frozen items that have been thawed, and the driver is reluctant to take them back, call the Nebraska Food Distribution Program (Staff) while the driver is present.
- 4) Call the Nebraska Food Distribution Program to report any discrepancies other than minor damages.
- 5) By policy, the Nebraska Food Distribution Program staff must ok all substitutions.
- 6) The Nebraska Food Distribution Program will file claims for reimbursement against the carrier or warehouse for shortages or damaged foods, storage fees, transportation charges, and processing cost if applicable. Reimbursement will then be credited to the recipient agency's account after receiving credit from the carrier or warehouse. This process takes approximately 90 days.